

POOL FILL ADJUSTMENT POLICY

The following is the Utility Billing Department policy for adjusting sewer charges for pool/hot tub fills.

- If a customer is filling their pool/hot tub, they may call the City of Freeport Utility Billing Department to get a pre-fill read on their meter.
- Once the pool/hot tub is filled, the customer must call the Utility Billing Department back for a post-fill reading on the meter.
- Upon receipt of both the pre- and post-fill work orders, the billing department will then credit back the sewer charge only for the amount of water gallons used to fill the pool/hot tub.
- These readings must be done during business hours, Monday through Thursday, when the Water Department is open.
- The City of Freeport cannot do pre or post-fill readings on Fridays, or on the weekends.
 - Customer photos of the meter before and after will not be accepted for the sewer adjustment.